

## **Appendix G**

### **Promotional Items**



**West Virginia**  
Relay

January 15, 2007

## Important Information Regarding West Virginia Relay

Did you know that many West Virginians who are deaf, hard of hearing, or have speech disabilities can now enjoy the convenience of communicating with family, friends or business contacts by telephone? They can, thanks to West Virginia Relay.

### Here's how West Virginia Relay works:

A person who is deaf, hard of hearing, or who may have a speech loss, types his/her conversation using a text telephone (TDD/TTY). A specially trained Communication Assistant (CA) relays the message by reading the text message to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Hearing callers who wish to reach people who are deaf, hard of hearing or speech disabled may simply dial 7-1-1 or dial 1-800-982-8772. Text telephone users may also dial 7-1-1 or dial 1-800-982-8771. Both 711 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach West Virginia Relay, please call your local telephone company or West Virginia Relay Customer Service.

Specialized relay services are available for people with speech disabilities. Speech-to-Speech service lets people with speech disabilities communicate on the telephone by using their own voice, or voice-assisted device, through the help of a specially trained CA by dialing either 7-1-1 or 1-866-519-0570.

CapTel™ is ideal for people with some degree of hearing loss. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window.

Spanish Relay Service is available to Spanish speaking residents of West Virginia. To place a Spanish relay call, dial 1-866-519-0569.

Relay service is also available over the Internet. People who are deaf, hard of hearing or speech disabled can simply go to [www.hamiltonrelay.com](http://www.hamiltonrelay.com) to connect to a CA. Customers may use the same website ([www.hamiltonrelay.com](http://www.hamiltonrelay.com)) or HamiltonVRS.tv from a videophone to access video relay service, where a certified American Sign Language (ASL) interpreter will relay the signed conversation to the hearing party, and the spoken conversation to the ASL user.

All services are available 24 hours a day, seven days a week and enable people to place relay calls between West Virginia and other locations within the United States and internationally to English and Spanish speaking persons. By law, each conversation is handled with the strictest confidentiality. There is no charge to access West Virginia Relay.

To learn more about West Virginia Relay, visit the website at [www.hamiltonrelay.com/states/wv.htm](http://www.hamiltonrelay.com/states/wv.htm)

## West Virginia Relay

To place a call dial 711  
Or use one of the numbers below

TTY/ASCII/Telebraille:  
1-800-982-8771

Voice:  
1-800-982-8772

Spanish:  
1-866-519-0569

Speech-to-Speech:  
1-866-519-0570

Customer Service:  
1-866-430-1274 TTY/V  
2231 Dawson Road  
Albany, GA 31707

Email: [wvrelay@hamiltonrelay.com](mailto:wvrelay@hamiltonrelay.com)  
Web: [www.hamiltonrelay.com](http://www.hamiltonrelay.com)

### Special points of interest:

#### • Emergency Calls

Please note that 7-1-1 is only to be used to reach West Virginia Relay

#### For EMERGENCIES you should continue to use 9-1-1

In an emergency, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have TTYs and be prepared to handle emergency calls placed in this manner. West Virginia Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.





# West Virginia Relay

## What is West Virginia Relay?

For everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled, West Virginia offers an important public service called West Virginia Relay. The State of West Virginia guarantees all citizens access to convenient, reliable options and services that enable them to communicate by telephone.

## How does relay work?

Dial 7-1-1 from any phone in West Virginia or the appropriate toll-free number below to connect to West Virginia Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

**Dial 7-1-1 OR**  
TTY/ASCII/Telebraille: 1-800-982-8771  
Voice: 1-800-982-8772  
Speech to Speech: 1-866-519-0570  
Spanish: 1-866-519-0569

**Customer Service:**  
1-866-430-1274 TTY/Voice  
wvrelay@hamiltonrelay.com  
www.hamiltonrelay.com

## CapTel™

CapTel™ is ideal for people with some degree of hearing loss. *CapTel* works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. *CapTel* users can listen to the caller and read the captions on the display window.

To make a relay call using Hamilton Relay Internet, Hamilton Relay VRS or  
Hamilton Relay Wireless, visit  
[www.hamiltonrelay.com](http://www.hamiltonrelay.com)



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TTY/ASCII/Telebraille: 1-800-982-8771  
Voice: 1-800-982-8772  
Speech to Speech: 1-866-519-0570  
Spanish: 1-866-519-0569

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TTY/ASCII/Telebraille: 1-800-982-8771  
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To make a relay call using Hamilton Relay Internet, Hamilton Relay VRS or  
Hamilton Relay Wireless, visit  
[www.hamiltonrelay.com](http://www.hamiltonrelay.com)

**West Virginia**  
Relay

## How to connect with West Virginia Relay

To place a call through West Virginia Relay, simply dial 7-1-1. Or call one of the toll free numbers below.

- TTY: 1-800-982-8771
- Voice: 1-800-982-8771
- Caption: 1-800-982-8771
- Speech-to-Speech: 1-866-519-0572
- Spanish: 1-866-519-0569 (includes Spanish to Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relé de West Virginia para obtener más información sobre la repetición telefónica en español.

- **Capital:** Para ponerse en contacto con un operador de Capital, marque el 1-866-272-3862, Español.
- **Español:** 1-866-519-0569 Voz/TTY (incluye español a español y la traducción del inglés al español)
- **Fax:** 1-608-827-0402, Español
- **Correo Electrónico:** [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:** 1-866-744-7271, Español

If you have suggestions, concerns, or concerns, please contact West Virginia Relay Customer Service at:

**West Virginia Relay Customer Service**  
2231 T. Carson Road  
Altoona, PA 15707  
Voice or TTY: 1-866-406-0724  
Email: [wvrelay@hamiltonrelay.com](mailto:wvrelay@hamiltonrelay.com)

West Virginia Relay is powered by Hamilton Relay, a national leader in providing high quality relay services for people who are Deaf, Hard of Hearing, Speech Disabled, Captioning Relay, or have other relay needs. You can find more information about Hamilton Relay and its services on our website at [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Relay is a registered trademark of Hamilton, Inc.  
© 2008 Hamilton Relay, Inc.

**West Virginia**  
Relay

## Get the details

open your heart

ask a favor

plan the party

report the results

**West Virginia**  
Relay

## Connecting you with important people in your life

West Virginia Relay is a

free, 24-hour service that

allows people who are Hearing,

Deaf, Hard of Hearing,

Deaf Blind or Speech Disabled

to communicate with each

other via the telephone.

Through the use of specialized

equipment, relay users

communicate freely with

friends, family and businesses

who use a standard telephone.

When a call is placed through West Virginia Relay, a Communication Assistant (CA) facilitates the call. By using a TTY (also called a TDD or text telephone), people who do not hear and/or speak type their conversation and the CA "voices" what is typed. When the standard telephone user responds, the CA types everything that is heard. CAs act as an invisible link between the parties.

All calls are kept strictly confidential. CAs do not comment on the conversation, answer questions or become involved in any other manner. As required by law, CAs cannot disclose information from a relay conversation nor are any records of relay conversations saved.

Deaf, Hard of Hearing or Speech Disabled users use specialized equipment to conduct telephone conversations.

Communication Assistant facilitates the conversation by alternating between relay and typing.

Family, friends and businesses use a standard telephone to communicate freely.

**Access and Charges:** Access relay by dialing 7-1-1 or a toll free number (listed on back panel). West Virginia Relay is available 24 hours a day, seven days a week - with no restrictions on the length or number of calls made. Long distance charges apply on all long distance calls.



## Options designed to connect you in the best way possible

### West Virginia Relay offers a variety of connection options:

**TTY (Text Telephone)** Traditional relay is a great service for people who use a TTY—typing their side of the conversation and reading the other party's responses.

**Voice Carry Over (VCO)** An effective service for people who have a hearing loss and use their voice on the phone. Users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

**Hearing Carry Over (HCO)** A reliable service for people who have a speech disability. Users listen directly to the person called and, through specialized equipment, type their responses to the other party.

**Speech-to-Speech** A service that is especially beneficial for people who hear and have a speech disability. The Speech-to-Speech user determines the level of service from the CA, which may include revoicing and clarification.

**Captioned Telephone (CapTel®)** An exciting service for people who have understandable speech and some degree of hearing loss. CapTel® allows the user to receive voice and text in real time through specialized equipment.

**Spanish** A useful service for people who use a TTY and the Spanish language. Spanish-to-Spanish relay facilitates calls conducted in spoken and written Spanish. English-to-Spanish relay facilitates calls in which one caller is using Spanish and the other is using English.

### Other West Virginia Relay information:

**Customer Profiles** Customer service can set up automatic preferences for call type, speed dial numbers, long distance carrier and other information that allows the CA to connect your call quickly and accurately.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/wv.htm>  
or contact West Virginia Customer Service:  
1.866.450.1274 V/TTY.

**Additional Connection Options** including Turbo Code, ASCII and Voice.

**Pay Phones** The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Simply dial 7-1-1 or the toll free number for relay. When placing a long distance relay call from a pay phone, the CA must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

**Emergency Calls** In the event of an emergency, call 911 or your local emergency services TTY number directly. West Virginia Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

**Don't Hang Up!** When you pick up the phone and hear "This is West Virginia Relay...", don't hang up! It's not a telemarketer. It's a customer, business associate or acquaintance who wants to talk with you.

**Compliments, Concerns or Complaints** Contact West Virginia Relay Customer Service (see back panel). Or contact:

**West Virginia Relay**  
2251 T Dawson Road  
Albany, GA 31707  
1.866.450.1274  
E-mail: [wvrelay@hamiltonrelay.com](mailto:wvrelay@hamiltonrelay.com)

In addition, the Federal Communications Commission is available to serve you regarding relay issues.

Visit: [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html)

tell your story

close the deal

share your news

reschedule the meeting

get the details



## How to connect with West Virginia Relay

### TTY (Text Telephone)

To place a call through West Virginia Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.982.8771
- **Voice:** 1.800.982.8772
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.866.519.0570
- **Spanish:** 1.866.519.0569  
(includes Spanish to Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

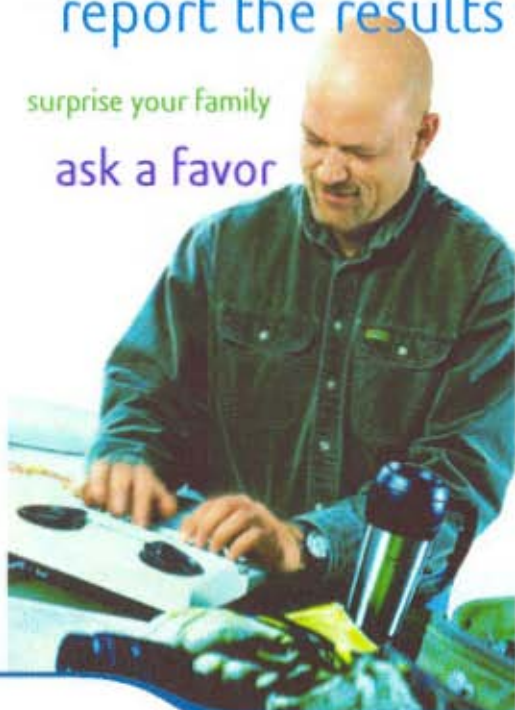
Póngase en contacto con el Departamento de Servicio al Cliente del Relé de West Virginia para obtener más información sobre la repetición telefónica en español.

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español.
- **Español:** 1.866.519.0569 Voz/TTY  
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

**Customer Service** If you have suggestions, comments or concerns, please contact:

**West Virginia Relay Customer Service**  
2231-T Dawson Road  
Albany, GA 31707  
Voice or TTY: 1.866.430.1274  
E-mail: [wvrelay@hamiltonrelay.com](mailto:wvrelay@hamiltonrelay.com)

place the order  
report the results  
surprise your family  
ask a favor



### TTY (Text Telephone)

Connecting you with  
important people in your life.

West Virginia Relay is a free,

24-hour service that allows

people who are Hearing,

Deaf, Hard of Hearing

and Speech Disabled to

communicate with each

other via the telephone.

Friends, family and businesses

who use a standard telephone

can communicate freely

with relay users who use

specialized equipment.

Accessing relay with a TTY is a useful way for people who are Deaf, Hard of Hearing or Speech Disabled to place telephone calls.

TTYs (text telephones) are most often used by people who are Deaf, Hard of Hearing or Speech Disabled and who do not use their speaking voice to communicate over the telephone. The TTY keyboard is used to convey the TTY user's part of the conversation—and those words are voiced by the Communication Assistant (CA). For Deaf or Hard of Hearing relay users, the TTY screen display is used to read what the other party has said. Having a hearing loss or speech disablement is no longer a barrier to independent use of the telephone.

**Required Equipment** You may need a text telephone, sometimes referred to as a TTY or TDD. Your telephone line may connect directly to the TTY. For further information, contact West Virginia Relay Customer Service: 1.866.430.1274 V/TTY.

- West Virginia Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.



Dial 1.800.982.8771 or 7-1-1

## Customer Profile

A Customer Profile allows you to customize your relay calls. There are a number of benefits to creating a Customer Profile, including faster call processing, speed dialing, customized call greeting, appropriate typing speed, use of abbreviations, selection of long distance carrier and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/wv.htm>  
or contact West Virginia Relay Customer Service at 1.866.430.1274 V/TTY.

## How to Make a Call Using a TTY

1. Using your TTY, dial 7-1-1 or the toll free number for West Virginia Relay: 1.800.982.8771.
2. The Communication Assistant (CA) will answer by identifying the relay and providing his/her CA number and then will type "NUMBER PLS GA."\*
3. If you have established a Customer Profile, the CA will automatically follow any special options or instructions in your profile. If you do not have a profile, request special options such as Voice Carry Over (VCO) or Hearing Carry Over (HCO) at this time.
4. Provide the area code and telephone number you wish to call—as well as any additional instructions—by typing them on the TTY.
5. Use the term "GA" when you are finished for the moment and it is the other person's turn to respond.
6. When you have completed your side of the conversation, type "GA to SK"\*\*\* and the CA will close your call.

\*\*"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

\*\*\*"SK" means "stop keying; the conversation is over."

## 911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. West Virginia Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

## Answering Machines and Voice Mail

- If you know you will reach an answering machine, give the CA the message to be left before the CA dials.
- If you know you will reach a switchboard, it is helpful to provide the CA with any information needed to connect you with the right person before the CA dials. (Example: extension number or department name.)
- If you are calling a number with a voice mail system—or calling to retrieve your own voice mail—and you know the numbers required to navigate the touch-tone system, provide these numbers to the CA before the CA dials. (Example: CA dial XXX-XXX-XXXX. Then dial 4,5,9.) Sharing this information will allow for a smooth calling experience.

## Garbling

Garbling on a TTY can be triggered by a number of factors, including:

- Call waiting, if it is a feature on the phone line connected to the TTY
- Loud noises in the background
- Construction on the phone lines
- Low power on the TTY
- Weather
- Cracked phone couplers
- Static on the telephone line
- Improper TTY settings
- TTY shifting between letters and numbers
- Poor connection for a variety of reasons, such as if the standard user is on a cell phone and is not near a tower

Some TTYs with Auto ID send voice messages stating that "this is a TTY." This feature can garble your printed text and should be turned off prior to calling the relay.

Here are some suggestions should you experience garbling on your TTY:

- Hit a letter key a few times to reset your TTY
- Change your TTY setting to Baudot
- Check for possible noises (dog barking, music, fan, air conditioner, TV, etc.)
- Check to ensure the telephone handset fits snugly in the TTY coupler
- As a last resort, hang up and redial

If garbling continues, contact your local telephone company and ask for a technician to check your lines for possible issues. If you continue to experience issues, please contact West Virginia Relay Customer Service at 1.866.430.1274 V/TTY.

## Tips for TTY Users

- When you call the relay, wait until you see the CA's identification before beginning to type. Prior to that point, the CA will not have access to what you type.
- Give the CA as much information as possible at the beginning of the call, including the area code and number to dial—and any special instructions.

- You can request that the CA not identify or explain the relay to the standard telephone user.
- If you need to give the CA instructions during the call, use parentheses. For example: (CA please redial) or (CA sound upset).
- Use common TTY abbreviations to save time. There is no need to use punctuation marks.
- Please wait for the "GA" to appear before you begin typing your response. Not doing so will cause garbling.
- If you receive garbling on a call, try typing "AAAm." This should reset your TTY and will likely clear the garbling.
- When typing a complex word or name that you would like the CA to spell out, use spaces between each letter. The CA will then voice each letter individually. (Example: "Beauregard...B e a u r e g a r d.")
- Backspacing to correct typing errors sometimes causes misunderstandings. Instead of backspacing to correct a typed error, type "XXX" and continue on—starting with the corrected information.
- Please wait until you see "PERSON HUNG UP GA" before you give the CA the next number to dial. Make sure to include the area code, especially if it is different from the area code for the previous call.
- If you have any questions or comments about your call, the CA will refer you to Customer Service. In doing so, the CA is remaining in the CA role. Customer Service is more than happy to discuss any questions or comments you may have.

## TTY

**Deaf, Hard of Hearing or Speech Disabled**  
Person uses specialized equipment to conduct telephone conversations, reading or listening to what the other party is saying and then typing responses.



**Communication Assistant (CA)**  
facilitates the conversation by voicing the text typed by the TTY user and typing the voice caller's responses to the deaf or hard of hearing TTY user.



**Family, Friends and Businesses**  
use a standard telephone to communicate freely.

## How to connect with West Virginia Relay Voice Relay

To place a call through West Virginia Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- TTY: 1.800.982.8771
- Voice: 1.800.982.8772
- CapTel®: To reach a CapTel user, dial 1.877.243.2823
- Speech-to-Speech: 1.866.519.0570
- Spanish: 1.866.519.0569  
*(includes Spanish-to-Spanish and translation from English to Spanish)*

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

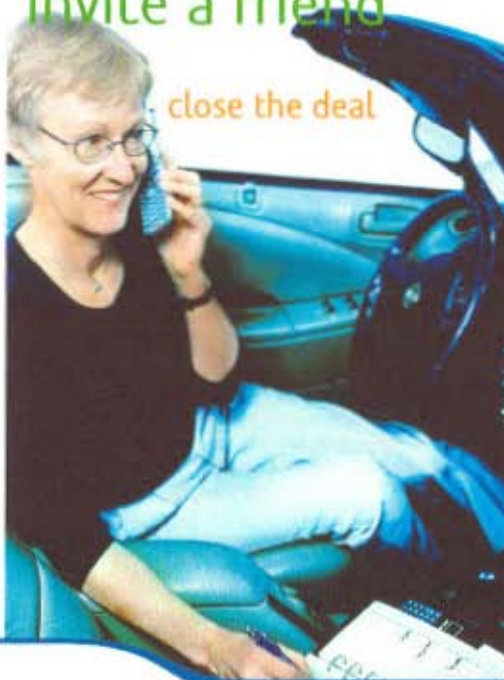
Póngase en contacto con el Departamento de Servicio al Cliente del Relato de West Virginia para obtener más información sobre la repetición telefónica en español:

- CapTel®: Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- Español: 1.866.519.0569 Voz/TTY  
*(incluye español a español y la traducción del inglés al español)*
- Fax: 1.608.827.0402 Español
- Correo Electrónico:  
[spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- Departamento de Servicio al Cliente:  
1.866.744.7471 Español

Customer Service If you have suggestions, comments or concerns, please contact:

West Virginia Relay Customer Service  
2731 T Dawson Road  
Albany, GA 31707  
Voice or TTY: 1.866.430.1274  
E-mail: [wvrelay@hamiltonrelay.com](mailto:wvrelay@hamiltonrelay.com)

keep a promise  
solve the problem  
invite a friend  
close the deal



## Voice Relay

Connecting you with  
important people in your life.

West Virginia Relay is a free,

24-hour service that allows

people who are Hearing,

Deaf, Hard of Hearing

and Speech Disabled to

communicate with each

other via the telephone.

Friends, family and businesses

who use a standard telephone

can communicate freely

with relay users who use

specialized equipment.

Voice Relay is an effective service for people who use a standard telephone to communicate with people who are Deaf, Hard of Hearing or Speech Disabled.

When you place a voice call through West Virginia Relay, your side of the conversation is typed by a Communication Assistant (CA) and "relayed" to the person you are calling. The CA then voices typed responses from that person for you to hear.

All calls are completely **confidential**. It's a simple and effective method to communicate with friends, family and business people who are important to you. It's a great way to do business or stay in touch!

**Required Equipment** There is no special equipment needed to make a voice relay call through West Virginia Relay. You can use any type of phone anywhere. For further information, contact West Virginia Relay Customer Service: 1.866.430.1274 V/TTY.

- West Virginia Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.



## Voice Relay Number: 7-1-1 or 1.800.982.8772

### Making a Call

- Dial 7-1-1 or the toll free number for the relay in West Virginia: 1.800.982.8772.
- The Communication Assistant (CA) will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call—along with any special instructions.
- Once the call is connected, the CA will voice the responses from the person you have called. You should speak directly and clearly to the person you are calling.
- Remember, everything you say is being typed word for word. Background noises are also being conveyed in order to keep the Deaf or Hard of Hearing user continually informed throughout the call.
- When you are finished with your portion of the conversation, say "Go Ahead" or "GA" to indicate it is the other person's turn to respond.
- To end your call, say "GA to SK" or simply say "Goodbye."

\*"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

\*\*"SK" means "stop keying; the conversation is over."

**711: Easy, nationwide access to the relay.**  
711 is your quick connection to the relay—the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). You can dial 711 anywhere in the U.S.

Note that 711 is set up to process your call by the relay service for the state from which you dial.

### Receiving a Relay Call

When you receive a call from a relay user, the CA will identify the relay and ask if you are familiar with relay. The CA will explain the relay process, if appropriate, and will then connect the call. Business owners benefit when they connect with customers who are Deaf, Hard of Hearing or Speech Disabled. When you or your staff pick up the phone and hear, "This is West Virginia Relay," don't hang up! Someone important is on the line.

### Tips for Voice Relay Users

- Give the CA as much information as possible at the beginning of your call. This information will help the CA set up and process your call more efficiently, resulting in a smoother and more comfortable connection for you and the person you are calling.
- Along with the phone number of the person you wish to call, you can inform the CA of the type of relay feature that the person you're calling may use (Voice Carry Over, Hearing Carry Over, etc.).
- Give the CA specific long distance billing information if applicable.
- Before the CA dials the number you are calling, you may instruct the CA to ask for the person by name, and also to identify you.
- You may request a male or female CA—and as long as one is available, your request will be honored.
- After you are connected to the person you are calling, speak directly to him or her. If you speak in third person ("Tell him I will see him at 2 p.m....") the CA will type exactly what you say. It is more effective to directly say: "I will see you at 2 p.m...."
- Say "Go Ahead" or "GA" each time you are finished speaking and then wait a few moments for a response. There may be a slight delay from the time you finish speaking until you hear a response.

- If you need to ask the Deaf or Hard of Hearing user a series of questions, ask them one at a time and say "GA," wait for a response, and then ask the next question. This will give the other person a chance to respond to each question and will reduce misunderstandings.
- Because the CA is required to type everything you say verbatim, it's helpful to speak a bit slower than usual.
- CAs type everything heard, including background noises or side comments.
- CAs will indicate your tone of voice to the other person by typing: (sounds professional), (sounds friendly), (sounds upset), etc.
- Do not attempt to engage the CA in conversation. The CA's sole function is to facilitate your call—typing everything that you say. Comments that you do not want typed should be avoided.
- Some people who are Deaf or Hard of Hearing use their own speaking voices on relay calls. This is called Voice Carry Over (VCO). When a relay user chooses VCO, you'll hear that person's voice throughout the call—and the VCO user will read your responses typed verbatim by the CA.

- Some people who are Speech Disabled may ask the CA to revoice what they have spoken (called Speech-to-Speech), while others who have speech disabilities may type their end of the conversation and the CA will voice for them (called Hearing Carry Over or HCO). Either way, they will hear everything you say directly.
- Talk as long as you want! There is no time limit on calls.
- You may make as many consecutive calls as you wish.
- All relay calls are completely confidential.

### 911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. West Virginia Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

### More Information on Voice Relay Calls

For more details on West Virginia Relay, visit <http://hamiltonrelay.com/traditional/711/voice/index.htm> or contact West Virginia Relay Customer Service: 1.866.430.1274 V/TTY.

### Voice Relay

Voice User uses a standard phone to conduct telephone calls through the relay, speaking directly to the other party.



## How to connect with West Virginia Relay

### Voice Carry Over (VCO)

### Voice Carry Over (VCO)

To place a call through West Virginia Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.982.8771
- **Voice:** 1.800.982.8772
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.866.519.0570
- **Spanish:** 1.866.519.0569  
*(Includes Spanish to Spanish and translation from English to Spanish)*

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relato de West Virginia para obtener más información sobre la recepción telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.866.519.0569 Voz/TTY  
*(Incluye español a español y la traducción del inglés al español)*
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

**Customer Service** If you have suggestions, comments or concerns, please contact:

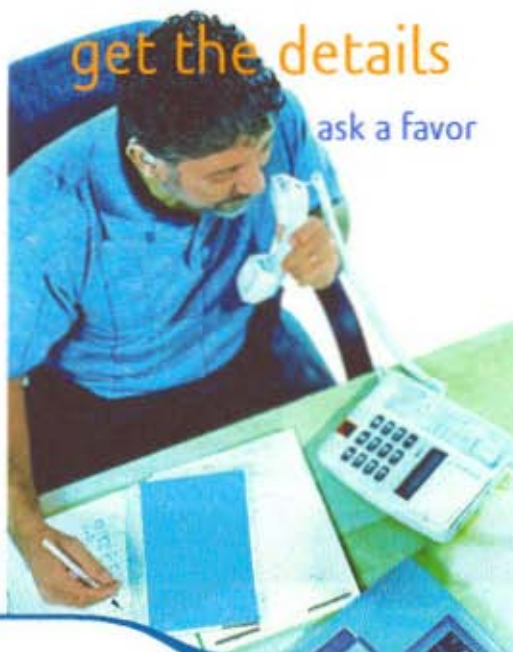
**West Virginia Relay Customer Service**  
2231 T. Dawson Road  
Albany, GA 31707  
Voice or TTY: 1.866.430.0274  
E-mail: [wvrelay@hamiltonrelay.com](mailto:wvrelay@hamiltonrelay.com)

open your heart

plan the party

get the details

ask a favor



Connecting you with  
important people in your life.

West Virginia Relay is a free,

24-hour service that allows

people who are Hearing,

Deaf, Hard of Hearing

and Speech Disabled to

communicate with each

other via the telephone.

Friends, family and businesses

who use a standard telephone

can communicate freely

with relay users who use

specialized equipment.

Voice Carry Over (VCO) is an effective service for people who have a hearing loss and who use their voice on the phone.

VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

With VCO, you won't have to struggle to hear what others say over the phone and you can enjoy the freedom of using your own voice.

**Required Equipment** To make a VCO call, you will need either a TTY (text telephone, sometimes called TDD) or a device made specifically for VCO calls. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.

Specialized VCO equipment can be obtained in a variety of ways. The West Virginia Relay Outreach Coordinator will be happy to assist you in obtaining equipment. For further information, contact West Virginia Relay Customer Service: 1.866.430.0274 V/TTY.

- West Virginia Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.



## Customer Profile

A Customer Profile allows you to customize your relay calls. Using a profile can ensure that all calls made and received via relay automatically connect in VCO.

There are a number of benefits when you create a Customer Profile including faster call processing, speed dialing, customized call greeting, improved typing speed, use of abbreviations, selection of long distance carrier, automatic VCO and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/wv.htm> or contact West Virginia Relay Customer Service: 1.866.430.1274 V/TTY.

## Making a VCO Call

### Making a VCO Call Using a TTY

1. Place your telephone handset on the TTY and dial 7-1-1 or the toll free number for West Virginia Relay: 1.800.982.8771.
2. When the Communication Assistant (CA) answers, type: "VCO PLS GA." (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA types: "VCO ON GA," pick up the handset and speak to the CA providing the number for the person you wish to call, followed by "GA." Place the handset onto the TTY immediately after saying "GA."
4. When the CA indicates that the call has connected, pick up the handset and speak to the other person. When you are ready for the other person to respond, say "GA"—and place the handset back on the TTY.
5. The CA types the response of the other person for you to read on your TTY screen. Turn-taking continues in this manner until the call is complete.
6. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

NOTE: If you prefer to keep the handset in one position for speaking rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (either at your ear or holding it as a microphone), allowing you to speak into the phone and read the text with greater convenience.

## Making a VCO Call Using a VCO Device

1. Connect to West Virginia Relay by dialing 7-1-1 or the toll free number: 1.800.982.8771.
2. When the Communication Assistant (CA) answers, press the button that sends a recorded VCO prompt. (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA answers with "VCO ON GA," provide the number you wish to call, then say "GA."
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.
5. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

Examples of VCO devices include the Ameriphone and Uniphone.

"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA" you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

## Receiving a Call as a VCO User

When people want to reach you by phone, they can call through West Virginia Relay by dialing 7-1-1 or the toll free Voice number: 1.800.982.8772. If you don't have a Customer Profile, you will need to answer incoming calls in one of two ways:

### Answering Voice First

1. Pick up the handset and say "This is a VCO call GA." (If you are using a TTY without a Y-jack or line splitter, you must put the handset onto the TTY immediately after you say "GA.")
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

## Answering TTY First

1. Place the handset onto your TTY (unless you are using a VCO device or a Y-jack/line splitter) and type "VCO PLS GA." NOTE: If you have a VCO device, simply press the "VCO MSG" button that sends a recorded VCO prompt.
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

## 2-Line VCO

This enhanced relay feature offers you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the standard telephone user. This service requires two telephone lines. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/2linevco/index.htm>.

## More information on VCO Calls

For more details on VCO calls, including how to place VCO-to-TTY, VCO-to-Speech-to-Speech calls, establish call set-up and to benefit from other convenient options, visit <http://www.hamiltonrelay.com/traditional/711/vco/index.htm> or contact West Virginia Relay Customer Service: 1.866.430.1274 V/TTY.

## Voice Carry Over

Deaf, Hard of Hearing or Speech Disabled Person uses specialized equipment to conduct telephone conversations, speaking directly to the other party.

Communication Assistant (CA) facilitates the conversation by typing the hearing party's side of the conversation.

Family, Friends and Businesses use a standard telephone to communicate freely.

## How to connect with West Virginia Relay

### Hearing Carry Over (HCO)

### Hearing Carry Over (HCO)

To place a call through West Virginia Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.982.8771
- **Voice:** 1.800.982.8772
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.866.519.0570
- **Spanish:** 1.866.519.0569

(Includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

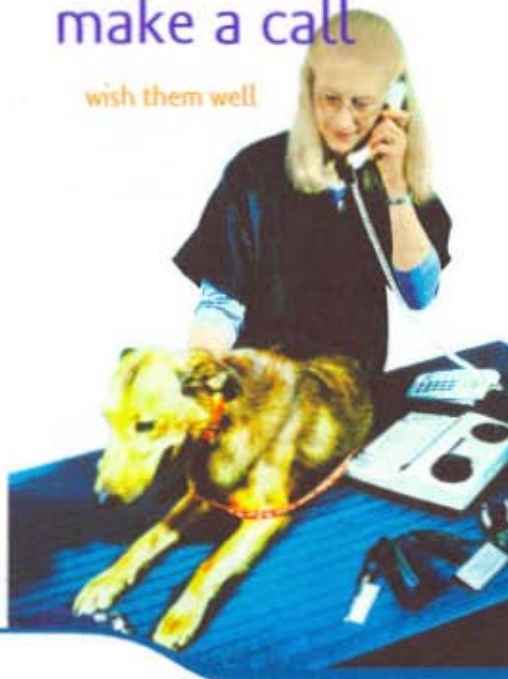
Póngase en contacto con el Departamento de Servicio al Cliente del Relo de West Virginia para obtener más información sobre la repetición telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.866.519.0569 Voz/TTY (incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

Customer Service If you have suggestions, comments or concerns, please contact:

West Virginia Relay Customer Service  
2250 T. Dawson Road  
Albany, GA 31707  
Voice or TTY: 1.866.430.1274  
E-mail: [wvrelay@hamiltonrelay.com](mailto:wvrelay@hamiltonrelay.com)

tell a friend  
share the news  
make a call  
wish them well



Connecting you with  
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people who are Hearing,

Deaf, Hard of Hearing

and Speech Disabled to

communicate with each

other via the telephone.

Friends, family and businesses

who use a standard telephone

can communicate freely

with relay users who use

specialized equipment.

Hearing Carry Over (HCO) is an effective service for people who have difficulty speaking and who are able to hear on the phone.

HCO users can listen directly to the person on the other end of the phone and, through specialized equipment, type their responses to a Communication Assistant who voices those responses to the other party.

With HCO, you won't have to worry about whether your responses are being understood and you can enjoy the freedom of using your own hearing while borrowing our voice.

**Required Equipment** To make an HCO call, you will need a TTY (text telephone, sometimes called TDD). This equipment will allow you to type your responses on a keyboard while listening directly to the other party.

Specialized HCO equipment can be obtained in a variety of ways. The West Virginia Relay Outreach Coordinator will be happy to assist you in obtaining equipment. For further information, contact West Virginia Relay Customer Service: 1.866.430.1274 V/TTY.

- West Virginia Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.



## Customer Profile

A Customer Profile allows you to customize your relay calls. Your profile ensures that all calls made and received via relay automatically connect in HCO mode.

There are a number of benefits to creating a Customer Profile including faster call processing, speed dialing, customized call greeting, use of abbreviations, selection of long distance carrier and automatic HCO.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/wv.htm>  
or contact West Virginia Relay Customer Service:  
**1.866.430.1274** V/TTY.

## Making an HCO Call

### Making an HCO Call Using a TTY

- Place your telephone handset on the TTY and dial **7-11** or the toll free number for West Virginia Relay: **1.800.982.8771**.
- When the Communication Assistant (CA) answers, type: "HCO PLS GA." (NOTE: Having automatic HCO set up in your Customer Profile eliminates this step.)
- After the CA types, "HCO ON GA," type to the CA the number for the person you wish to call, followed by "GA." Be ready to listen for the voice of the person on the other end.
- When the CA indicates that the call has connected, place the handset in the cradle and type to the other person. When you are ready for the other person to respond, type "GA" and pick up the handset to listen to the other party.
- The CA voices what you type to the other person. Turn-taking continues in this manner until the call is complete.
- If you wish to make another call, the CA is available after you disconnect from your initial call. Simply tell the CA you want to make another call and provide the phone number.

If you prefer to keep the handset in one position for listening rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (at your ear to listen to the other party), allowing you to type your side of the conversation with greater convenience.

\*\*"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

## Receiving a Call as an HCO User

When people want to reach you by phone, they can call through West Virginia Relay by dialing **7-11** or the voice number: **1.800.982.8771**. If you have created a Customer Profile, calls you receive through the relay will automatically be processed as HCO calls.

If you don't have a Customer Profile, you will need to answer incoming calls in the following way:

- Connect your TTY and type a message that says: "HCO PLS GA." The CA will then connect Hearing Carry Over and type: "HCO ON GA." Your call can then proceed as usual.

West Virginia Relay can also facilitate calls for HCO users who want to contact TTY users. To make an HCO to TTY call, dial the relay and inform the CA that you are calling a TTY user. Once the call is connected, you will be able to listen just as you would on a regular HCO call, and type your response directly to the TTY user.

## 2-Line HCO

This enhanced relay feature gives you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to voice the typing of the HCO user. This service requires two telephone lines, allowing for more natural conversations. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/2linehco/index.htm>

## 911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. West Virginia Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

## More information on HCO Calls

For more details on HCO calls, including how to place HCO to TTY and HCO to Speech-to-Speech calls, visit <http://www.hamiltonrelay.com/traditional/711/hco/index.htm> or contact West Virginia Relay Customer Service: **1.866.430.1274** V/TTY.

## Tips for HCO Users

- Do not start typing until you see "HCO ON GA" on the screen or until you hear the CA indicate that Hearing Carry Over has been activated.
- Once the call is connected, everyone on the call will be able to hear each other.
- Type "GA" each time you are finished typing and are ready for a response.
- You may make as many consecutive calls as you wish.
- When you are receiving a relay call and do not have a Customer Profile established, the CA is waiting for you to indicate that you wish to place an HCO call. You can do so by typing "HCO PLS GA" on your TTY.
- Every time an HCO call is placed, the CA will ask the person being called if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the call begins.

## Hearing Carry Over

Speech Disabled Person uses specialized equipment to conduct telephone conversations, listening to the other party and typing responses.



Communication Assistant (CA) facilitates the conversation by voicing what the text user types to the other party.



Family, friends and businesses use a standard telephone to communicate freely.

## How to connect with West Virginia Relay

## Speech-To-Speech

## Speech-To-Speech

To place a call through West Virginia Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.982.8771
- **Voice:** 1.800.982.8772
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.866.519.0570
- **Spanish:** 1.866.519.0569  
(Includes Spanish to Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relvo de West Virginia para obtener más información sobre la repetición telefónica en español.

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español.
- **Español:** 1.866.519.0569 Voz/TTY  
(Incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español.
- **Correo Electrónico:** [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español.

**Customer Service** If you have suggestions, comments or concerns, please contact:

West Virginia Relay Customer Service  
2231 T Dawson Road  
Albany, GA 31707  
Voice or TTY: 1.866.430.1274  
E-mail: [wvrelay@hamiltonrelay.com](mailto:wvrelay@hamiltonrelay.com)

invite a friend  
reschedule the meeting  
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with relay users who use

specialized equipment.

Speech-to-Speech (STS) is a relay service for people who have a difficult time speaking or being understood on the phone.

Speech-to-Speech relay utilizes specially trained Communication Assistants (CAs) who are familiar with a wide variety of speech patterns of callers who may have cerebral palsy, stroke complications, voice disorders or other speech disabilities.

The CA voices the STS user's side of the conversation as needed, so both relay users no longer have to worry if both sides of the conversation are being understood.

**Required Equipment** There is no special telephone equipment needed for Speech-to-Speech calls since you can use your own voice or voice synthesizer to speak to the person on the other end of the call. For further information, contact West Virginia Relay Customer Service: 1.866.430.1274 V/TTY.

- West Virginia Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.



## Dedicated Speech-To-Speech Number: 1.866.519.0570

### Customer Profile

Since you dial a designated Speech-to-Speech (STS) number to place a call, your call is already identified as an STS call. There are many additional benefits to creating a customer profile, including faster call processing, speed dialing, customized greeting, selection of long distance carrier and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/wv.htm>  
or contact West Virginia Relay Customer Service:  
1.866.430.1274 V/TTY.

### Making a Speech-to-Speech Call

- Dial the toll free Speech-to-Speech number for West Virginia Relay: 1.866.519.0570.
- Give the Speech-to-Speech Communication Assistant (CA) the number you wish to call, plus any special instructions.
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed. If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- The CA will work closely with you to ensure your entire conversation is understood by revoicing your part of the conversation as you request.
- The CA will revoice three- or four-word segments unless you request otherwise.

- The CA will clarify anything that is not clear before revoicing.
- It is helpful if you pause while the CA revoices.
- Take your time. There is no time limit for your calls.
- You or the person you are talking with may request that the CA remain in the background. This option is especially beneficial when calling family, friends or others who are more familiar with your speech. If you need the CA to begin revoicing at any time during the call, you may request the CA to do so.
- Say "Go Ahead" or "GA" each time you are finished speaking and are ready for a response.
- The call will proceed in this manner until you complete the call.
- You may make as many consecutive calls as you want.
- You are in charge of your call. You may request a male or female CA—and as long as one is available, your request will be honored.

"GA" ["Go Ahead"] is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you say "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

### Voice Carry Over/ Speech-to-Speech (VCO/STS)

VCO/STS is designed for people who are Hard of Hearing or Deaf and have a speech disability. The relay user can make or receive phone calls using his or her own voice or voice synthesizer, and read everything said by the voice caller on a text telephone (TTY) or VCO device.

### To make a VCO/STS relay call:

Making a VCO/STS is similar to making a standard Speech-to-Speech call with these special differences:

- Dial the Speech-to-Speech number for West Virginia Relay using your TTY or VCO phone: 1.866.519.0570.
- Request VCO or complete a VCO profile with Customer Service.
- After the CA acknowledges that VCO is on, give the CA the number you wish to call plus any special instructions.
- The STS CA will type to you and ask if you are familiar with STS. The CA will explain, if necessary.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- When you see "GA" from the CA, say your first phrase or sentence followed by "Go Ahead."
- The CA will type what you said back to you adding "CORRECT Q?" GA" at the end of the phrase or sentence. If you say "Yes, GA," the CA will type "(REVOICING NOW...)" and revoice your entire phrase or sentence to the person you are calling.

- The CA will type the response of the standard telephone user back to you.
- The call will proceed in this manner until you complete the call.

\*\*Q? is used when asking a question, as an alternative to a question mark.

### 911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. West Virginia Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

### More Information on Speech-to-Speech Calls

For more details on Speech-to-Speech calls, including how to place VCO to Speech-to-Speech calls and convenient options available, visit <http://www.hamiltonrelay.com/traditional/711/speechtospeech/index.htm> or contact West Virginia Relay Customer Service: 1.866.430.1274 V/TTY.

### Speech-to-Speech

Speech Disabled Person uses a standard phone to conduct telephone conversations, speaking directly to the other party.



## Cómo conectarse con el Relievo de West Virginia

Para hacer una llamada del Relievo de West Virginia, llame a uno de los números gratuitos de abajo:

- Español: 1-866-539-0569 *Brújula: español a español y la traducción del inglés al español*
- Capitel: Para comunicarse con un usuario de Capitel, marque 1-866-292-3363 *El español*
- Departamento de Servicio al Cliente: 1-866-744-7427 *El español*
- Correo electrónico: [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

Para obtener instrucciones completas sobre la manera de hacer cualquier tipo de llamada de relievo visite [www.hamiltonrelay.com](http://www.hamiltonrelay.com). O llame al Departamento de Servicio al Cliente del Relievo de West Virginia al 1-866-744-7427 y un representante de servicio al cliente estará encantado de ayudarle.

Si tiene sugerencias, comentarios o inquietudes por favor póngase en contacto con el Departamento de Servicio al Cliente del Relievo de West Virginia usando la información de contacto de abajo:

### Departamento de Servicio al Cliente

del Relievo de West Virginia  
2231-T Dawson Road  
Albany, GA 31707

1-866-744-7427 *El español*

Fax: 1-608-872-0402 *El español*

Correo electrónico: [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

El Relievo de West Virginia es un servicio ofrecido por el Estado de Virginia, a través de un contrato con el Departamento de Servicios de Asesoría y Apoyo, que opera el Relievo de West Virginia. El Relievo de West Virginia es un servicio de relieves de voz que ofrece servicios de relieves telefónicos desde 1991 y ha desarrollado una reputación como proveedor de un servicio al cliente excepcional, una tecnología confiable, educación especial en el campo del relieves telefónico y asistentes de comunicación profesionales.

Capitel es una marca registrada de Altek, Inc.

AL SERVICIO DE  
**HAMILTON**  
RELIEVO DE VOZ A VOZ

000001-001\_001/000001\_001

## Obtenga los detalles

abra su corazón  
reporte los resultados



planifique la fiesta

pida un favor

## Conectándolo con personas importantes en su vida

El Relievo de West Virginia es un servicio gratuito disponible las 24 horas, que permite que las personas sordas, con problemas auditivos, sordas-ciegas o con problemas del habla se comuniquen las unas con las otras por teléfono. Mediante el uso de equipo especializado, los usuarios del relievo telefónico se comunican libremente con amigos, familiares o empresas que usen un teléfono normal.

**No cargue.** Cuando descolgue el teléfono y diga "Este es el Relievo de West Virginia..." no cargue. No es un verdadero por teléfono. Es un cliente, socio comercial o conocido que quiere hablar con usted.

Cuando se hace una llamada por medio del Relievo de West Virginia, un asistente de comunicación facilitará la llamada. Usando un teléfono TTY (llamado también un teléfono TDD o un teléfono de texto), las personas que no oren y/o hablan escriben su conversación y el asistente de comunicación comunica verbalmente lo que se escribe. Cuando el usuario que está usando un teléfono convencional responde, el asistente de comunicación escribe todo lo que oye. Los asistentes de comunicación actúan como un vínculo invisible entre las dos personas.

Se mantiene la estricta confidencialidad de todas las llamadas. Los asistentes de comunicación no hacen comentarios ni responden preguntas sobre la conversación, ni se involucran de cualquier otra manera. Como lo exige la ley, los asistentes de comunicación no pueden divulgar información proveniente de una conversación de relievo telefónico ni se guarda registro alguno de las conversaciones.



Las facilidades, los amigos y las empresas usan un teléfono convencional para comunicarse entre ellos.

Las personas sordas o con problemas auditivos o del habla usan un equipo especializado para las conversaciones telefónicas.

El sistema de comunicación facilita la comunicación alternando entre voz y texto.

**Acceso y Cargas.** Conéctese con el relievo telefónico llamando al número gratuito (preconectado en el panel trasero). El Relievo de West Virginia se encuentra disponible 24 horas al día, 7 días a la semana, sin restricciones en cuanto a la duración o el número de las llamadas hechas. Los cargos de larga distancia son aplicables a todas las llamadas de larga distancia.



## Opciones diseñadas para conectarlo de la mejor manera posible

### El Relevé de West Virginia ofrece diversas opciones de conexión:

**TTY (Teléfono de Texto)** El relevé telefónico tradicional es un gran servicio para las personas que usan un teléfono TTY, ya que pueden escribir su parte de la conversación y leer las respuestas de la otra persona.

**Voice Carry Over (VCO)** Un servicio efectivo para las personas con una pérdida auditiva que usan su voz para hablar por teléfono. Los usuarios hablan directamente con la persona que están llamando y leen lo que dice la otra persona usando un equipo especializado.

**Hearing Carry Over (HCO)** Un servicio confiable para las personas con discapacidades del habla. Los usuarios oyen directamente a la persona que están llamando y escriben sus respuestas para la otra persona usando un equipo especializado.

**Speech-to-Speech** Un servicio que es particularmente beneficioso para las personas que oyen y tienen un trastorno del habla. El usuario del servicio Speech-to-Speech determina el nivel de servicio con el asistente de comunicación, el cual puede incluir la repetición y aclaración.

**Captioned Telephone (CapTel)** Un servicio increíble para las personas con un habla clara, pero con cierto grado de pérdida auditiva. El servicio CapTel le permite al usuario recibir voz y texto en tiempo real usando un equipo especializado.

**Español** Un servicio útil para las personas que usan un teléfono TTY y el idioma español. El relevé español a español facilita las llamadas que se realizan usando el español hablado y escrito. El relevé telefónico de inglés a español facilita las llamadas en español verbal y escrito.

### Información adicional sobre el Relevé de West Virginia:

**Perfiles de Cliente** El Departamento de Servicio al Cliente puede fijar preferencias automáticas para el tipo de llamada, los números de marcado rápido, el servicio de larga distancia y otra información que le permite al asistente de comunicación conectar su llamada con rapidez y exactitud.

Para crear un perfil de cliente visite <http://www.hamiltonrelay.com/states/wv.htm> o póngase en contacto con el Departamento de Servicio al Cliente del Relevé de West Virginia llamando al 1.866.744.7427 Español.

**Opciones Adicionales de Conexión** Incluyendo Turbo Code, ASCII y voz.

**Teléfonos Públicos** La Comisión Federal de Comunicaciones ordenó que todas las llamadas de relevé locales hechas desde un teléfono público sean gratuitas. Simplemente marque el número gratuito para hacer una llamada de relevé. Cuando haga una llamada de larga distancia desde un teléfono público al asistente de comunicación se le deberá proveer una forma de pago para la llamada (por ejemplo una tarjeta telefónica). No se pueden usar monedas para una llamada de relevé de larga distancia desde un teléfono público.

**Llamadas de Emergencia** En caso de una emergencia, llame al número TTY de los servicios de emergencia locales. El Relevé de West Virginia hará todo lo posible para ayudarlo en una emergencia. Tenga en cuenta que los centros de relevé telefónico no son centros 911 y no asumen la responsabilidad por las llamadas.

**Cumplidos, Inquietudes o Quejas** Póngase en contacto con el Departamento de Servicio al Cliente del Relevé de West Virginia (véase el recuadro de atrás). O use la siguiente información de contacto:

#### El Relevé de West Virginia

2231 T Dawson Road  
Albany, GA 31707  
1.866.450.0274  
Correo electrónico: [wvrelay@hamiltonrelay.com](mailto:wvrelay@hamiltonrelay.com)

Además, la Comisión Federal de Comunicaciones se encuentra disponible para servirle en relación con las cuestiones concernientes al relevé.

Visite [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html)

cierre su oferta

cuenta su historia

comparte su vida

reprograme la reunión

obtenga los detalles



## How to connect with West Virginia Relay Captioned Telephone (CapTel®)

To place a call through West Virginia Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.982.8771
- **Voice:** 1.800.982.8772
- **CapTel®:** To reach a CapTel user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.866.519.0570
- **Spanish:** 1.866.519.0569  
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relevé de West Virginia para obtener más información sobre la repetición telefónica en español:

- **CapTel®:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.866.519.0569 Voz/TTY  
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**  
[spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:**  
1.866.744.7471 Español

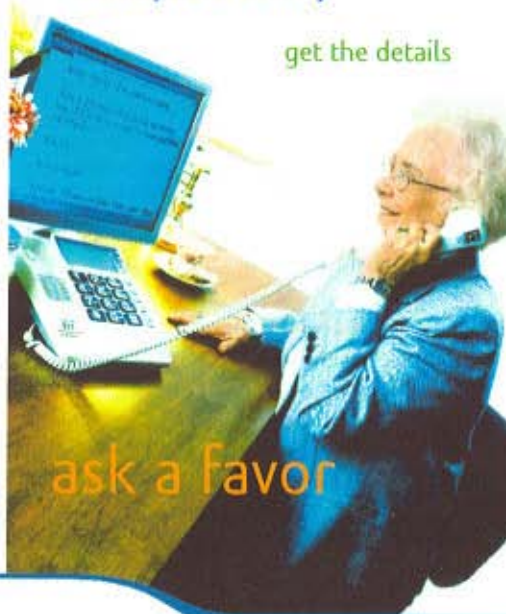
**Customer Service** If you have suggestions, comments or concerns, please contact:

**West Virginia Relay Customer Service**  
2231 T Dawson Road  
Albany, GA 31707  
Voice or TTY: 1.866.430.1274  
E-mail: [wvrelay@hamiltonrelay.com](mailto:wvrelay@hamiltonrelay.com)

discover the answer  
tell your story

get the details

ask a favor



## Captioned Telephone (CapTel®)

Connecting you with  
important people in your life.

West Virginia Relay is a free,

24-hour service that allows

people who are Hearing,

Deaf, Hard of Hearing

and Speech Disabled to

communicate with each

other via the telephone.

Friends, family and businesses

who use a standard telephone

can communicate freely

with relay users who use

specialized equipment.

**CapTel®** greatly benefits people who have understandable speech and some degree of hearing loss.

CapTel is especially helpful for:

- People who have a hearing loss and find it difficult to understand telephone conversations
- People who use hearing aids or assistive listening devices
- People who are Deaf or Hard of Hearing with understandable speech

CapTel allows the user to receive voice and text in real time through specialized equipment. With CapTel, you won't have to struggle to hear what others say on the phone. You have the opportunity to supplement your residual hearing by viewing captions on your phone's screen for added clarity. You also enjoy the freedom of using your own voice during phone conversations. CapTel is truly an interactive calling experience!

**Required Equipment** To make a CapTel call, you will need a Captioned Telephone. This unique equipment, which makes use of voice recognition technology at the captioning center, allows you to simultaneously read telephone conversations on a screen and respond using your own voice.

The West Virginia Relay Outreach Coordinator will be happy to assist you in obtaining equipment. For further information, contact West Virginia Relay Customer Service: 1.866.430.1274 V/TTY.



## How CapTel® Works

Using a CapTel phone is very much like using a standard telephone. You dial the number of the person you are calling directly. As you dial, the CapTel phone automatically connects to the captioning call center.

When the other party answers, you have access to everything the caller says. Behind the scenes, a specially trained operator at the captioning call center, using voice recognition technology, converts everything the other party says into written text. This text appears on a bright, easy-to-read display screen built into your CapTel phone. All conversations are kept confidential.

The captions appear with just a slight delay after the spoken word, allowing you to understand everything that is said—either by hearing it or reading it.

## Making a CapTel® Call

- Dial the number of the person you are calling directly.
- When the other party answers, you will hear the caller's voice and receive captions almost simultaneously.
- Conduct your conversation as you would on a standard telephone.
- When you are done with the call, simply hang up the phone.

## Receiving a CapTel® Call as a CapTel® User

- When your CapTel phone rings, simply answer the phone and captions will appear shortly thereafter.
- If you have 1-line CapTel, people wanting to reach you should be directed to call the CapTel captioning center at 1.877.243.2823. The caller will then provide the CapTel operator with your phone number, and the call will be connected—with captioning available.
- If you have 2-line CapTel, people can reach you by calling your personal phone number directly and captions will automatically be available.

## Calling a CapTel® User

- Dial toll free 1.877.243.2823.
- Following the recorded prompt, dial the CapTel user's area code and phone number.
- Your call will be immediately connected.

## Receiving a Call from a CapTel® User

- There may be a slight delay in the CapTel user's response as they read captions.

## 2-Line CapTel®

This exciting service, which requires two telephone lines, provides advanced features not available with 1-Line CapTel. For a comparison of features, please refer to the chart in this brochure.

## 1-Line CapTel®

Number of Lines	Requires one standard (analog) telephone line.	2-Line CapTel®
How Calls are Managed	Spoken conversation and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on."	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel call center.	Both incoming and outgoing calls are automatically routed through the CapTel call center.
Calling a CapTel® User	People calling the CapTel user must first dial the toll free number for CapTel then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) not available.	Call-waiting and automatic call back (*69) can be used.
911/711 Calls	911 and 711 calls are processed as Voice Carry Over (VCO) calls. CapTel users cannot hear the 911 operator or Communication Assistant (CA) as they read captions and must take turns speaking using "Go Ahead" or "GA." For information on VCO calls, contact Customer Service or visit <a href="http://www.hamiltonrelay.com/traditional/711/vco/index.htm">www.hamiltonrelay.com/traditional/711/vco/index.htm</a> .	911 and 711 calls are captioned through the CapTel call center. Spoken conversation is received through one line, while captions are provided through the second line.

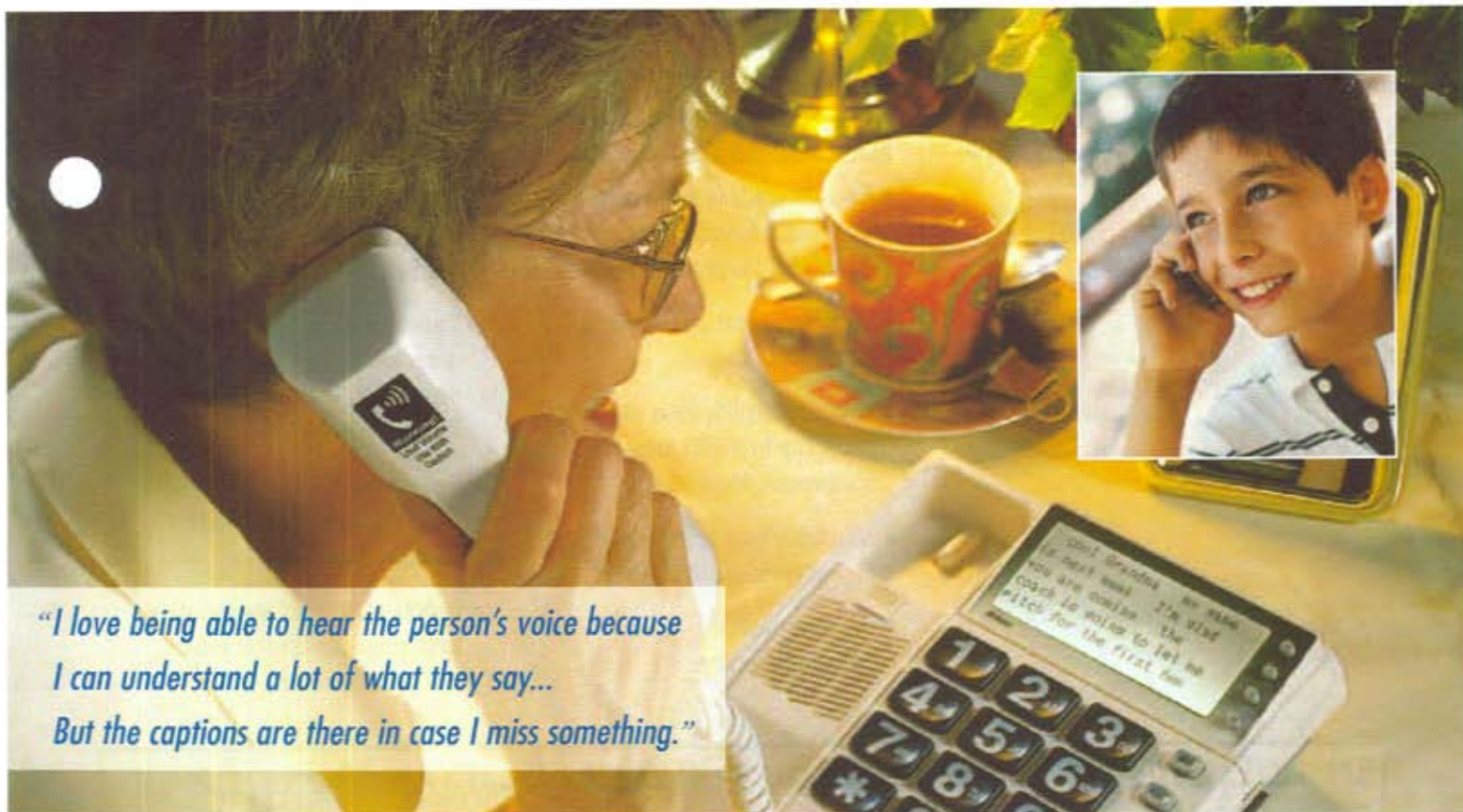
## Captioned Telephone (CapTel®)

CapTel User uses a special telephone that includes a screen which displays text of the other party's conversation. The user has the opportunity to both hear and read the other party's conversation.

Captioning Center Operator converts everything the standard phone user says into written text using voice recognition technology.

Family, Friends and Businesses use a standard telephone to communicate freely.





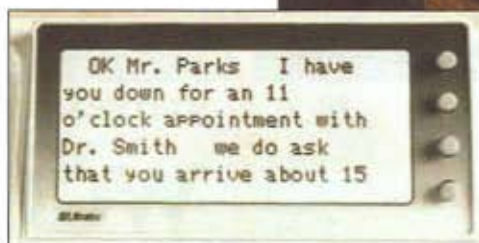
*"I love being able to hear the person's voice because  
I can understand a lot of what they say...  
But the captions are there in case I miss something."*

# Enjoy Your Telephone Conversations Again!

## *CapTel™ Makes it Possible.*

Ideal for people with some degree of hearing loss, the *CapTel* works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. *CapTel* users can listen to the caller, and can also read the written captions for added clarity.

Perfect for anyone who uses hearing aids or who finds it difficult to hear/understand clearly on the telephone.



Everything your caller says appears in the *CapTel* phone display screen.

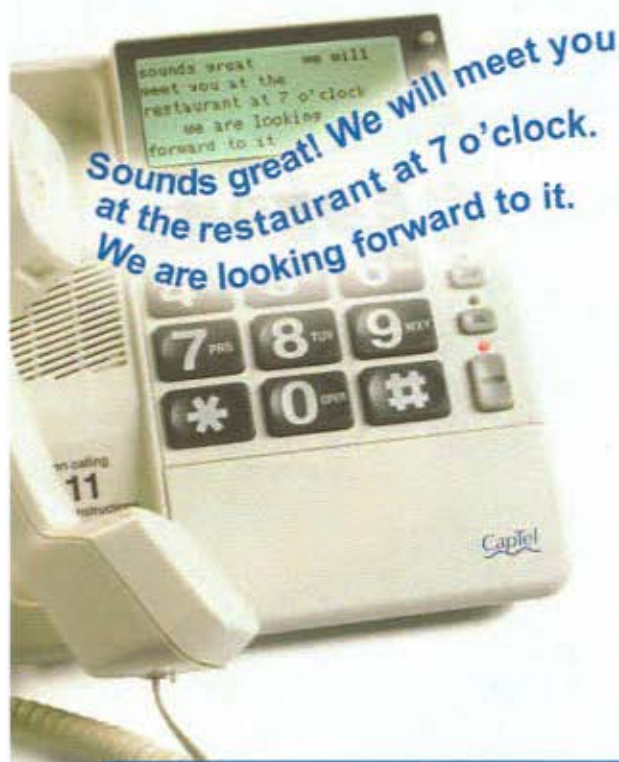
Understand every word on the phone with the help of written captions. *CapTel* makes it possible.

**CapTel™**  
by Ultratec

**EXCLUSIVE  
90-DAY LIMITED TIME  
OFFER FOR  
WEST VIRGINIA  
RESIDENTS**

**Try CapTel for 90-Days risk free!**





## CapTel – The Telephone That Shows You Captions

- Calls are made in a natural manner – simply dial the telephone number directly for the person you are calling
- Captions appear on the bright, easy-to-read display
- Powerful amplification with volume boost (up to 35dB) gives you maximum volume
- Adjustable tone & volume control for optimum sound clarity
- Captions provided – free – by a captioning service
- You can review captions during or after a call (500 lines of memory can be reviewed after hanging up)
- You can use *CapTel* with headsets, a neckloop, a cochlear implant patch cord, or other assistive listening devices
- Easy access to voice mail, phone menu systems, and answering machine messages
- Optional USB Port lets you view large print captions on your computer monitor

### SPECIAL EXCLUSIVE OFFER – MADE POSSIBLE BY HAMILTON RELAY 90-Day Trial Period – No Risk Offer

We're so convinced that you will benefit from *CapTel* service, Hamilton Relay has arranged, for a limited time only, to make *CapTel* phones available for just \$99.00 (normally a retail value of \$495.00). Now is your chance to try *CapTel* – at no risk! Our 90-day guarantee means that if you are not entirely happy with *CapTel*, simply return the phone for a full refund. Give *CapTel* a try!

*This limited time offer is only available to West Virginia residents.*

☒ **YES!** I want to try a new *CapTel* phone at the special price of \$99.00 (courtesy of Hamilton Relay). I understand that I can return the phone at any time within 3 months to receive a full refund.

#### ORDERED BY/BILL TO:

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ ☐ Voice ☐ TTY  
Email: \_\_\_\_\_

#### SHIP TO (IF DIFFERENT THAN "ORDERED BY"):

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ ☐ Voice ☐ TTY  
Email: \_\_\_\_\_

#### PAYMENT METHOD

- ☐ *CapTel* Phone (includes 1-year limited warranty) ..... \$99.00  
☐ Optional USB Port (add \$45) .....   
☐ Optional Extended Warranty  
(add \$29 per year, up to 4 years) .....   
Shipping ..... + \$7.50

TOTAL AMOUNT DUE:

- ☐ Check or money order enclosed, payable to WCI.  
☐ Charge to credit card: ☐ VISA ☐ M/C ☐ DISC ☐ AMEX

Account # \_\_\_\_\_ Exp. Date \_\_\_\_\_ CCV # \_\_\_\_\_  
Signature \_\_\_\_\_

#### SEND ORDER TO:

**WEITBRECHT COMMUNICATIONS, INC.**



926 Colorado Avenue  
Santa Monica, CA 90401-2717

TOLL FREE:  
1-800-233-9130 (V/TTY)

(310) 656-4924(V/TTY) • Fax: (310) 450-9918

www.weitbrecht.com

email: captel@weitbrecht.com